

To whom it may concern,

My name is Barbara Crofts. My address is 51 South 100 East, American Fork Utah 84003-2325. I was scammed on the Internet. I am a victim of Internet cramming. I have absolutely no legal way of proving this. I only have allegations, but I do have a feeling in the depths of my soul that something is seriously and criminally wrong here.

My fifteen-year-old daughter went to a web site that offered phone cards and free plane tickets. She typed in her name and our home phone number. That was her only sin. The web address is telcovalue.com. They also operate under the name Tralee Telephone Company.

The company she sent our phone number to used that information to begin billing our Qwest account for \$25.77 a month. Yes I am legally responsible to check my phone bill every month. I openly admit that. In my defense phone bills are notoriously hard to read. The charges looked like a legitimate charge.

We discovered these charges ten months after they had begun. My husband, Cory Crofts immediately, called Qwest. They referred us to a third party billing service USBI, phone number 1 888 481 8124. They in turn referred us to the Ridley Telephone Company, phone number 1 800 876 3511. He called them and they agreed to refund the charges for February, March and April. What they neglected to tell him was they had been billing us since August of 2002. Ask yourself, if a customer calls about an unauthorized charge shouldn't you tell the customer you have been billing them for ten months? I personally find their behavior unethical.

We received another Qwest bill and once again USBI had billed us for \$25.77 from Ridley. Once again my husband Cory called Qwest where he learned that Ridley had been billing us since August. I contacted Ridley on Monday June 9. They agreed to refund the charges pending corporate approval. I asked for a phone number to Ridley's corporate office. They refused and gave me an address, P.O. Box 1566, Bluebell PA, 19422. I asked for names of corporate officers. They refused. (How creepy is that?????) A reputable company wouldn't be afraid to make a phone number available to its customers.

One more point of interest, if I was supposedly getting phone cards where are they? I was supposedly getting plane tickets, where are they? Hello, -- no cards--no tickets-- Nothing of that nature has been sent to my home.

In my humble and non-legal opinion, theses people are thieves. They used our phone number to bill me for unauthorized services.

I am not the only victim of this fraudulent act. According to the FCC homepage, this is a two billion dollar a year scam. Please do everything within your power to investigate these people. If you do discover any information I would appreciate it

if you would send it to me.

Thank-you.

Barbara Crofts